Front-End Risk Adjustment System (FERAS) User Guide

PALMETTO GBA®

A CELERIAN GROUP COMPANY

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TRADEMARK INFORMATION

PK-ZIP® Software version 14+ is a licensed product of PKWARE, Inc. This user manual references materials from the PK-Zip Read Me File.

Microsoft Internet Explorer® is a licensed product of Microsoft Corporation.

Any other software referenced within this manual, or any other publication of Palmetto Government Benefit Administrators (GBA), Limited Liability Company (LLC) is licensed or copyrighted by their respective companies and is for informational purposes only.

INTRODUCTION

Web services such as file upload and mailbox maintenance are the main functions of the Encounter Data Front-End Risk Adjustment System (FERAS). Using a browser, registered users may browse the FERAS site for Encounter Data (ED) related documentation and other useful information. The file transfer function allows registered users to transfer and create electronic data using any type of platform (i.e. Windows 7+, UNIX, Macintosh, etc.). Connection to the FERAS to upload and download files is possible using a web browser. Internet Explorer version 8.0 or higher is recommended and supported. Other browsers may be used. However, the FERAS technicians currently only support Internet Explorer.

WHO TO CALL AND HOURS OF OPERATION

Questions regarding the FERAS or the submission of ED data should be directed to the Customer Service and Support Center (CSSC) Help Line at (877) 534-CSSC (2772), or you may consult the Help menu option from the FERAS web site.

FERAS AVAILABILITY

The FERAS is available for use 24 hours a day 7 days a week. The CSSC Help Line is unavailable on the following holidays:

New Year's Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day and the day after

Christmas Eve and Christmas Day

PRODUCTION CYCLE

Production Cycles run at 5:00 p.m. EST on Monday through Friday. RAPS data submitted via the FERAS must be completely transmitted prior to the start of each cycle.

TESTING AND CERTIFICATION REQUIREMENTS

Submitter testing and validation is required to ensure there are no data flow issues between the Submitter and the FERAS. Testing and validation also ensures the data submitted is valid and formatted correctly. When ready to send test data please notify CSSC Operations through the CSSC Help Line at (877) 534-CSSC. Centers for Medicare & Medicaid Services (CMS) will process this data and return reports the next day. CSSC Operations is available to offer guidance on the submission of test/validation data.

FERAS OVERVIEW

The FERAS contains the following menu options:

- **Home:** Returns the registered user to the FERAS Home Page.
- **Mailbox:** Allows the registered user to download, view and delete responses and reports from their mailbox.
- **Upload File:** Allows the registered user to upload Risk Adjustment (RA) data files.
- **DDE:** Creating a RA data file using Direct Data Entry.
- **Error Codes:** Allows the registered user to look up descriptions for Error Codes.
- **Help:** Allows the registered user to view and download documents pertaining to the FERAS.
- **News & Updates:** Provides information on newly added features and information.

REQUIREMENTS FOR USING THE FERAS

File upload and retrieval are the main components of the FERAS. To access the FERAS web site users must have a web browser. Internet Explorer version 8.0 or higher is recommended and supported. Other browsers may be used. However, the FERAS technicians currently only support Internet Explorer.

CONNECTING TO THE FERAS

A connection with an approved Network Service Vendor (NSV) must be in place prior to the establishment of an Internet Protocol (IP) connection with the FERAS.

All submitters with existing network access have been authorized by Palmetto GBA to connect to the FERAS.

In order to submit Risk Adjustment files to the FERAS, you must be enrolled at CSSC Operations. If you are not enrolled, please contact the CSSC Help Line at (877) 534-CSSC. Once enrolled, you will receive a Submitter Identification Data (ID) and password.

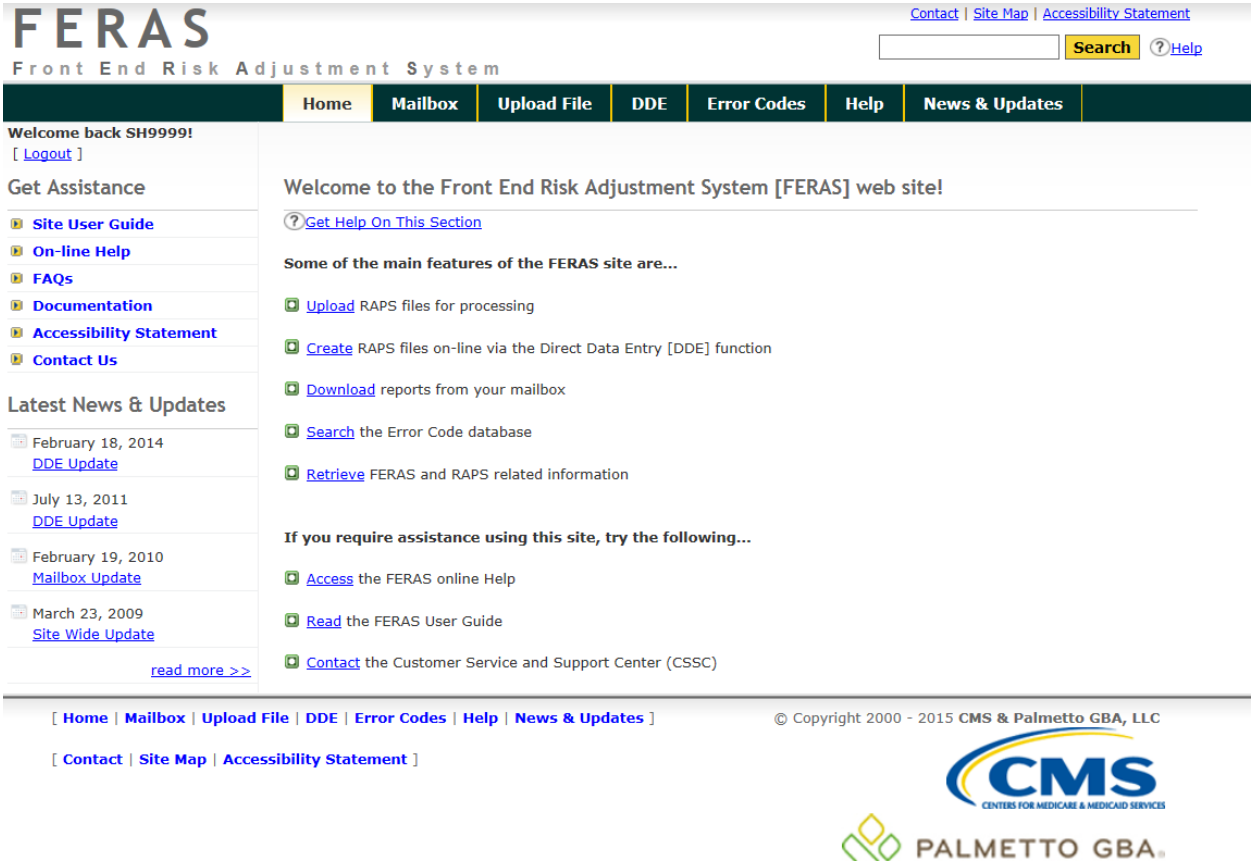
NOTE: This password is case sensitive. You must enter your original password exactly as it was assigned to you by CSSC Operations.

CONNECTIVITY

1. Refer to the documention provided to you by the NSV for accessing the network.
2. Once you have connected, start your browser.
3. Enter the following into the Uniform Resource Locator (URL) or address field: http:// <HOST NAME>/feras
4. Press **ENTER**.

HOME PAGE

Once connected, the user will see the FERAS Home page, as shown below in **Figure 1**. The tabs across the top of the Home page allow the user to access the various functions. The left-hand panel provides the user with several help references.


FERAS
Front End Risk Adjustment System
Contact | Site Map | Accessibility Statement
Search
Help
Home
Mailbox
Upload File
DDE
Error Codes
Help
News & Updates
Welcome back SH9999!
[Logout]
Get Assistance
Site User Guide
On-line Help
FAQs
Documentation
Accessibility Statement
Contact Us
Latest News & Updates
February 18, 2014
DDE Update
July 13, 2011
DDE Update
February 19, 2010
Mailbox Update
March 23, 2009
Site Wide Update
read more >>
Welcome to the Front End Risk Adjustment System [FERAS] web site!
Get Help On This Section
Some of the main features of the FERAS site are...
Upload RAPS files for processing
Create RAPS files on-line via the Direct Data Entry [DDE] function
Download reports from your mailbox
Search the Error Code database
Retrieve FERAS and RAPS related information
If you require assistance using this site, try the following...
Access the FERAS online Help
Read the FERAS User Guide
Contact the Customer Service and Support Center (CSSC)
[Home | Mailbox | Upload File | DDE | Error Codes | Help | News & Updates]
[Contact | Site Map | Accessibility Statement]
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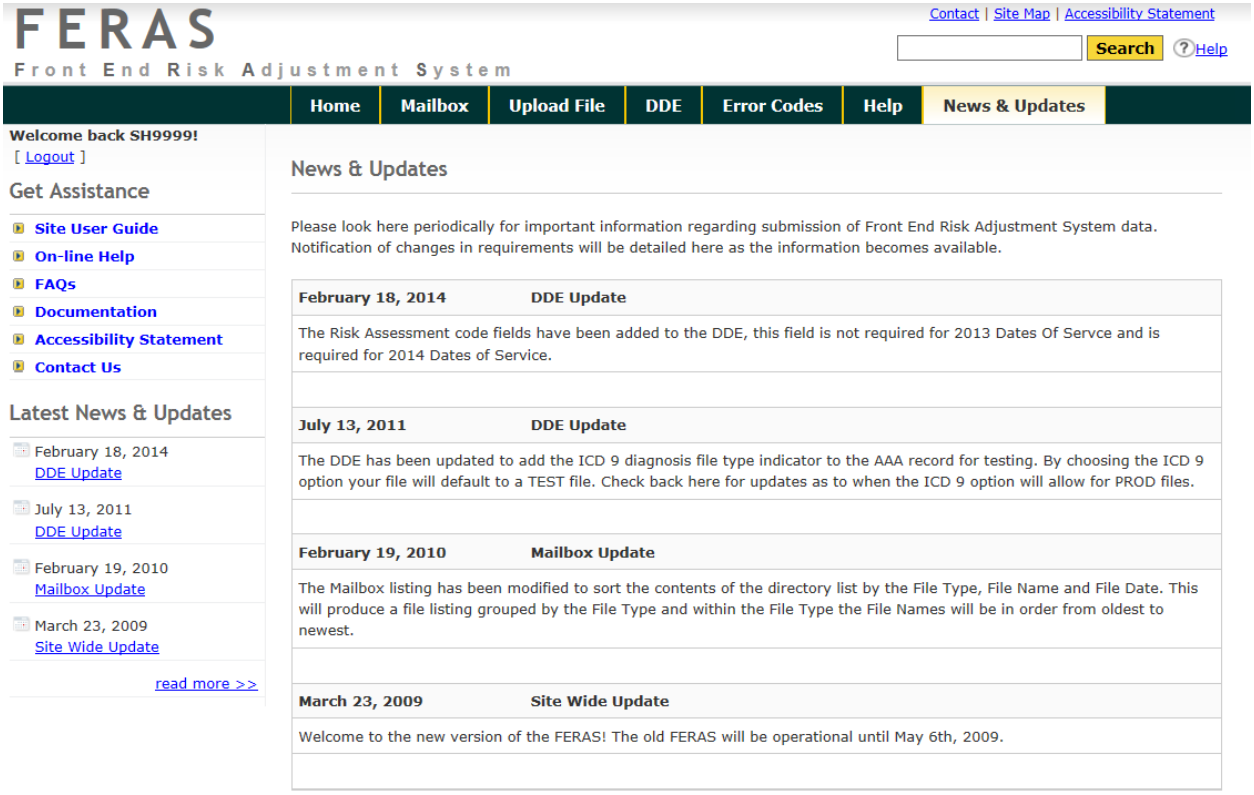
CENTERS FOR MEDICARE & MEDICAID SERVICES
PALMETTO GBA

Figure 1 – FERAS Home Page

NEWS & UPDATES

New information pertaining to the FERAS is available in the **News & Updates tab** shown in **Figure 2**.


FERAS
Front End Risk Adjustment System
Contact | Site Map | Accessibility Statement
Search
Help
Home
Mailbox
Upload File
DDE
Error Codes
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News & Updates
Welcome back SH9999!
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Contact Us
Latest News & Updates
February 18, 2014
DDE Update
July 13, 2011
DDE Update
February 19, 2010
Mailbox Update
March 23, 2009
Site Wide Update
read more >>
News & Updates
Please look here periodically for important information regarding submission of Front End Risk Adjustment System data. Notification of changes in requirements will be detailed here as the information becomes available.
February 18, 2014 DDE Update
The Risk Assessment code fields have been added to the DDE, this field is not required for 2013 Dates Of Servce and is required for 2014 Dates of Service.
July 13, 2011 DDE Update
The DDE has been updated to add the ICD 9 diagnosis file type indicator to the AAA record for testing. By choosing the ICD 9 option your file will default to a TEST file. Check back here for updates as to when the ICD 9 option will allow for PROD files.
February 19, 2010 Mailbox Update
The Mailbox listing has been modified to sort the contents of the directory list by the File Type, File Name and File Date. This will produce a file listing grouped by the File Type and within the File Type the File Names will be in order from oldest to newest.
March 23, 2009 Site Wide Update
Welcome to the new version of the FERAS! The old FERAS will be operational until May 6th, 2009.

Figure 2 – News & Updates Page

LOGGING INTO THE FERAS

Users must log into the FERAS system, as shown in **Figure 3**, in order to utilize the file upload and retrieval functions. Users may click the Login link in the upper, left corner of the home page and supply the Palmetto GBA assigned User Name and Password.

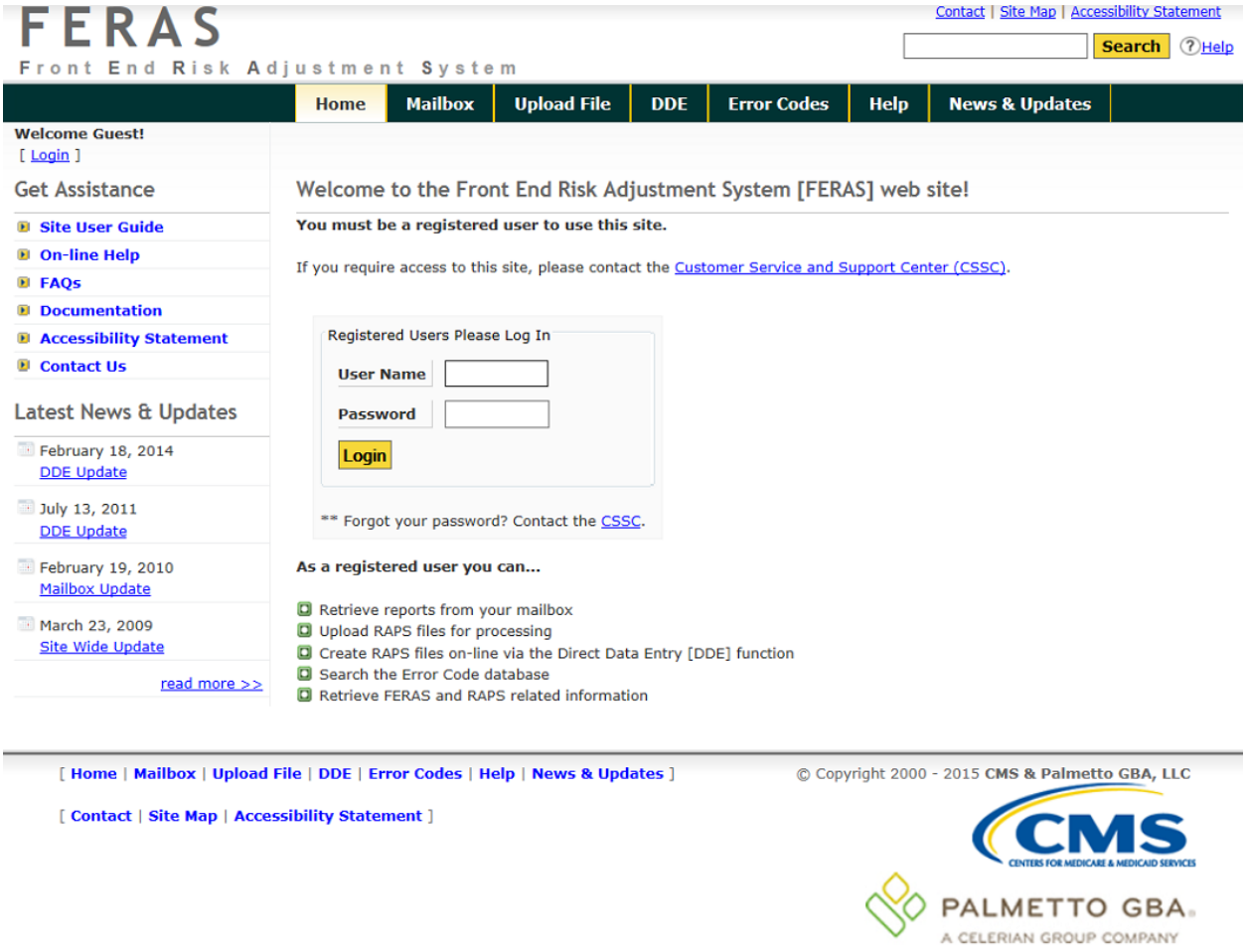
FERAS
Front End Risk Adjustment System
Contact | Site Map | Accessibility Statement
Search
Help
Home
Mailbox
Upload File
DDE
Error Codes
Help
News & Updates
Welcome Guest!
[Login]
Get Assistance
Site User Guide
On-line Help
FAQs
Documentation
Accessibility Statement
Contact Us
Latest News & Updates
February 18, 2014
DDE Update
July 13, 2011
DDE Update
February 19, 2010
Mailbox Update
March 23, 2009
Site Wide Update
read more >>
Welcome to the Front End Risk Adjustment System [FERAS] web site!
You must be a registered user to use this site.
If you require access to this site, please contact the Customer Service and Support Center (CSSC).
Registered Users Please Log In
User Name
Password
Login
** Forgot your password? Contact the CSSC.
As a registered user you can...
Retrieve reports from your mailbox
Upload RAPS files for processing
Create RAPS files on-line via the Direct Data Entry [DDE] function
Search the Error Code database
Retrieve FERAS and RAPS related information
[Home | Mailbox | Upload File | DDE | Error Codes | Help | News & Updates]
[Contact | Site Map | Accessibility Statement]
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Figure 3 – Login Page

UPLOAD FILE

Clicking **Upload File** from the main menu will display the page as shown in **Figure 4** on the next page.

UPLOAD RESTRICTIONS

a.) File size is limited to 60 megabytes via the website. It is highly recommended that the Secure File Transfer Protocol (SFTP) command line be used to upload large files*.
b.) One file at a time should be uploaded.

UPLOAD TIPS

a.) Compress (Zip) large files prior to uploading.
b.) Large files can take an extended length of time to upload; this time is dependent on your connection speed.

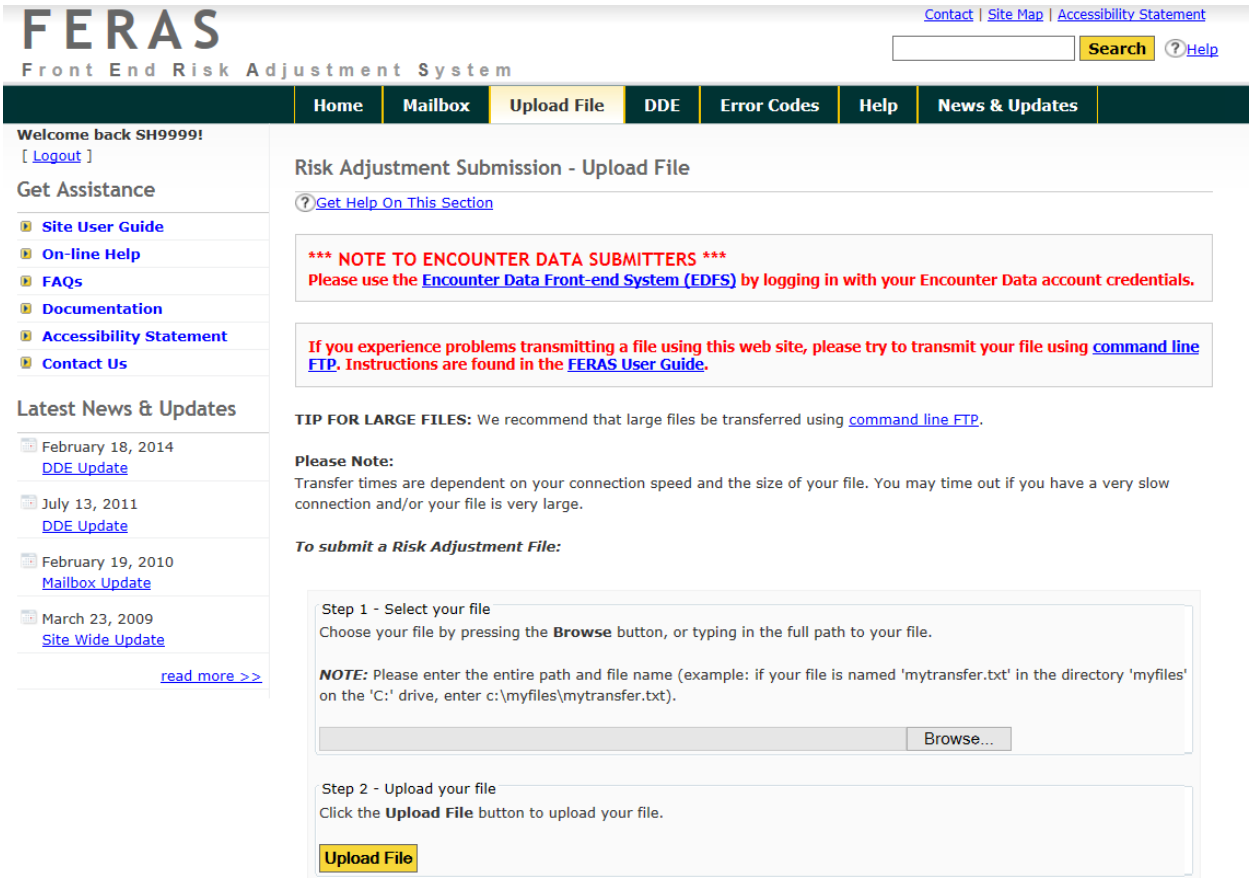
*Large files are defined as files containing between 5 and 60 megabytes (1 million records = 51.2 megabytes uncompressed).

UPLOAD FILE STORAGE ON PALMETTO GBA SYSTEM

An uploaded file is not stored in a user directory. The file is retained in the system queue directory for approximately 3 days then moved to the archive directory where it is retained for approximately 14 days. Files are retained in the Palmetto GBA system for a total of 17 days. The number of files retained depends on the number of files uploaded within a 17-day window. On the 18th day the file is permanently archived.

The steps on the following pages will explain how to select a file on your system to upload to the FERAS.

1. The file selection window of the Upload File tab will appear as shown in **Figure 4**. Click the **Browse** button to select a file to transfer.


FERAS
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Welcome back SH9999!
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Documentation
Accessibility Statement
Contact Us
Latest News & Updates
February 18, 2014
DDE Update
July 13, 2011
DDE Update
February 19, 2010
Mailbox Update
March 23, 2009
Site Wide Update
read more >>
Risk Adjustment Submission - Upload File
Get Help On This Section
*** NOTE TO ENCOUNTER DATA SUBMITTERS ***
Please use the Encounter Data Front-end System (EDFS) by logging in with your Encounter Data account credentials.
If you experience problems transmitting a file using this web site, please try to transmit your file using command line FTP. Instructions are found in the FERAS User Guide.
TIP FOR LARGE FILES: We recommend that large files be transferred using command line FTP.
Please Note:
Transfer times are dependent on your connection speed and the size of your file. You may time out if you have a very slow connection and/or your file is very large.
To submit a Risk Adjustment File:
Step 1 - Select your file
Choose your file by pressing the Browse button, or typing in the full path to your file.
NOTE: Please enter the entire path and file name (example: if your file is named 'mytransfer.txt' in the directory 'myfiles' on the 'C:' drive, enter c:\myfiles\mytransfer.txt).
Browse...
Step 2 - Upload your file
Click the Upload File button to upload your file.
Upload File

Figure 4 – File Upload Page

2. Use the File Upload window, as shown in **Figure 5**, to navigate to the file you wish to upload. You can click on the file and choose Open, or double-click the filename.

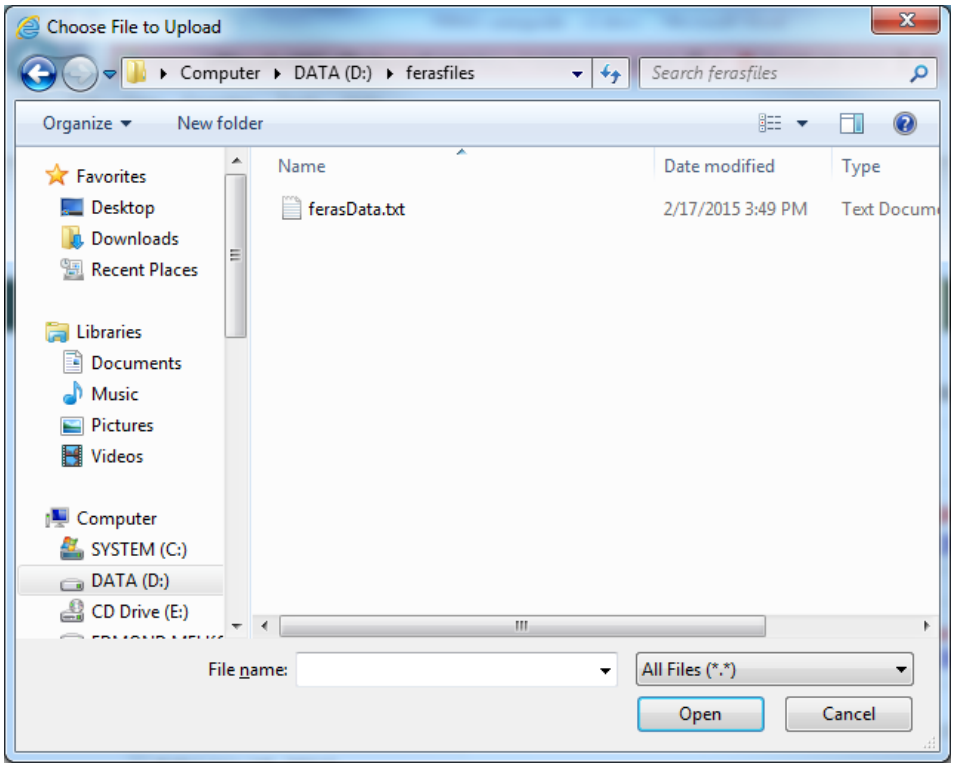


Figure 5 – File Selection Dialog Box

Once you return to the window shown in **Figure 4**, the file selected should appear in the text box next to the Browse button. Click **Upload File** to transmit the file. The window shown in **Figure 6** will then appear after a successful upload. If the upload is unsuccessful, a pop-up window will appear containing the reason for the error.

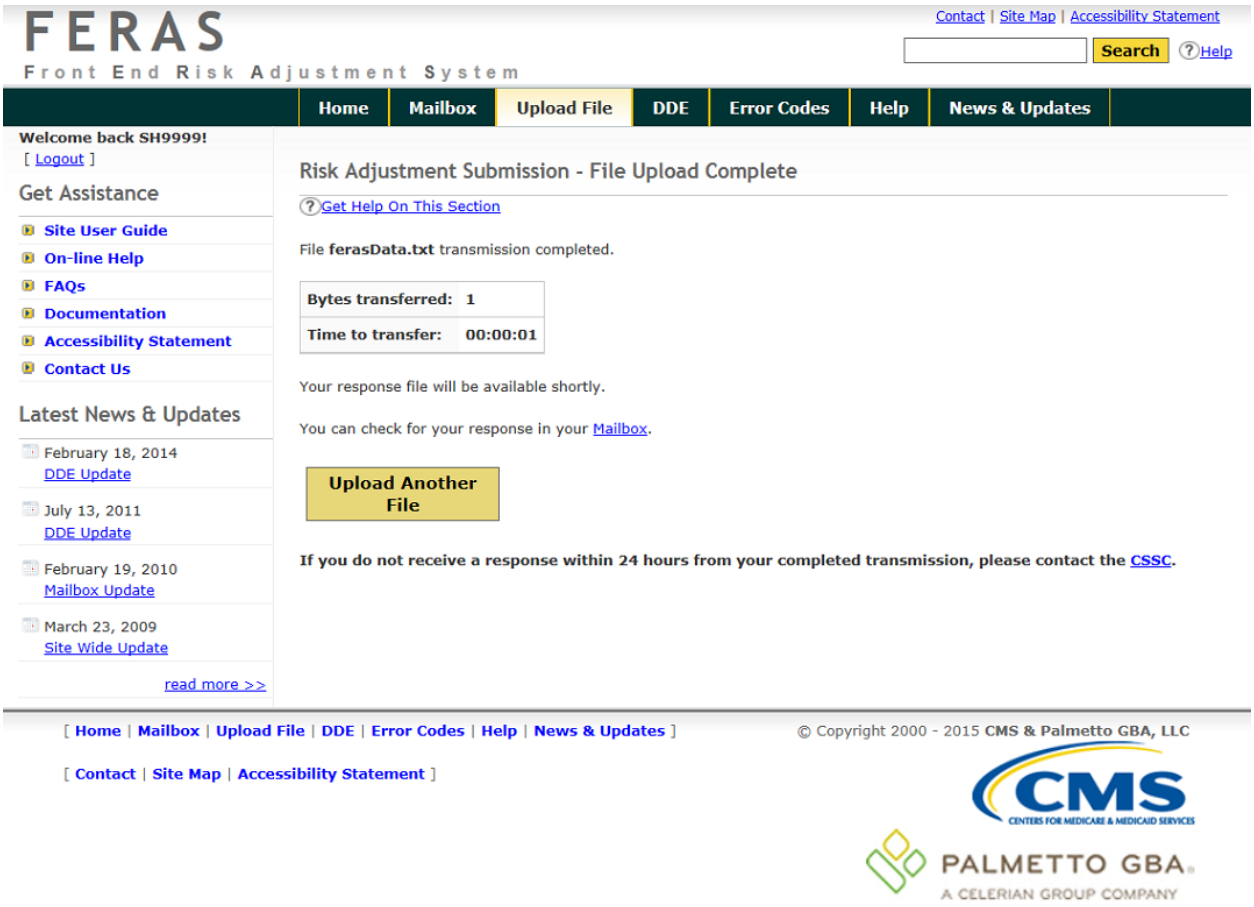


Figure 6 – Successful File Transfer

MAILBOX

Clicking the Mailbox tab from the main menu will display the page shown in **Figure 7**. The files available are those contained in your mailbox directory on the Palmetto GBA system. The file **Size** is indicated in bytes, and the **Date** indicates the date the file was placed in your mailbox.

DOWNLOADING FILES FROM YOUR MAILBOX

To download files from the FERAS mailbox to your computer, follow these instructions:

1. Click to open the **MAILBOX** tab.
2. Select up to 5 files from the list of available files (use the CTRL and SHIFT keys to select multiple files).
3. Click the **Download** button.

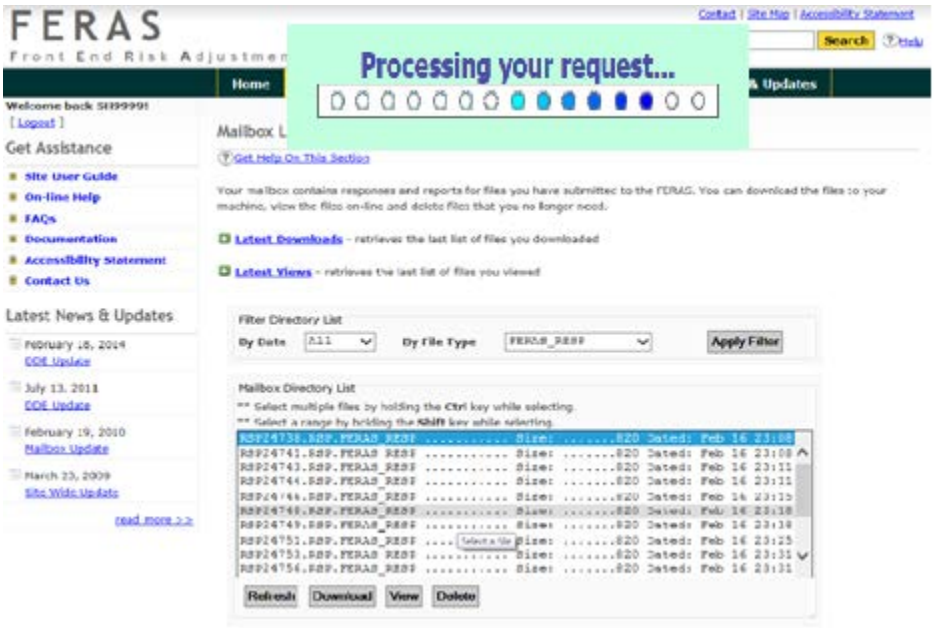


Figure 7 – Mailbox Page

The selected files will be returned once they are retreived. After the downloads are prepared, you will receive the page shown in **Figure 8**.

This page will list the files you chose to download to your computer. To begin a download **(left-click) on the filename** and choose "**Save as…**". The files may be downloaded one file at a time, or simultaneously.

The file names chosen will be modified to replace all period separators with underscores, and a file extension will be added. Compressed (zipped) files will receive a **.zip** extension; all other files will receive a **.txt** extension. The added extension eliminates the need to rename zipped files so they are recognized as such by your compression software.

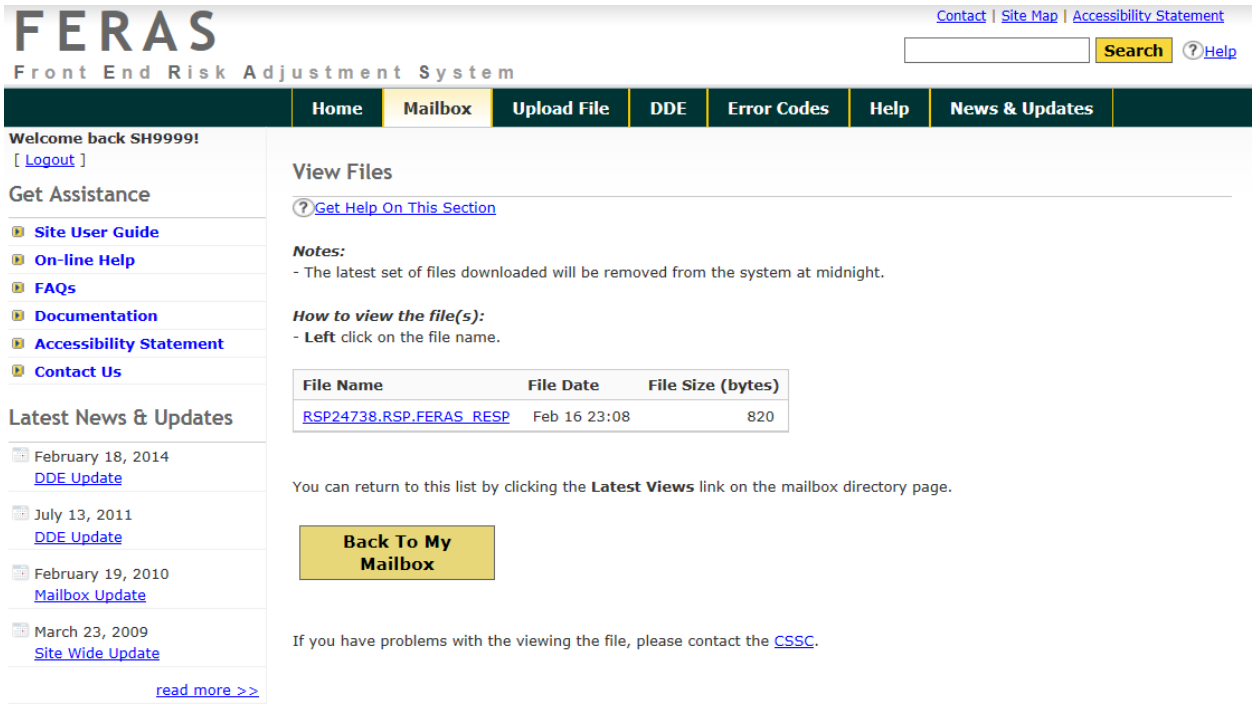


Figure 8 – Preparing Downloads

NOTE: Left-clicking on the file may cause some browsers to attempt to display the file. In such a case, you can right-click on the file and choose **Save-as…** option.

To return to the most current list of downloads click the **Back To My Mailbox** button from the **Mailbox** page.

DELETING FILES FROM YOUR MAILBOX

To delete a file(s) from your FERAS mailbox, follow these instructions:

1. Select the file(s) from the list of files, see **Figure 7.**
2. Click the **Delete** button to bring up the confirmation page in **Figure 9**.
3. Select **Delete File(s)** to delete the file(s),

NOTE: When **Delete File(s)** is selected, the file will be permanently deleted from your FERAS mailbox as shown in **Figure 9**.

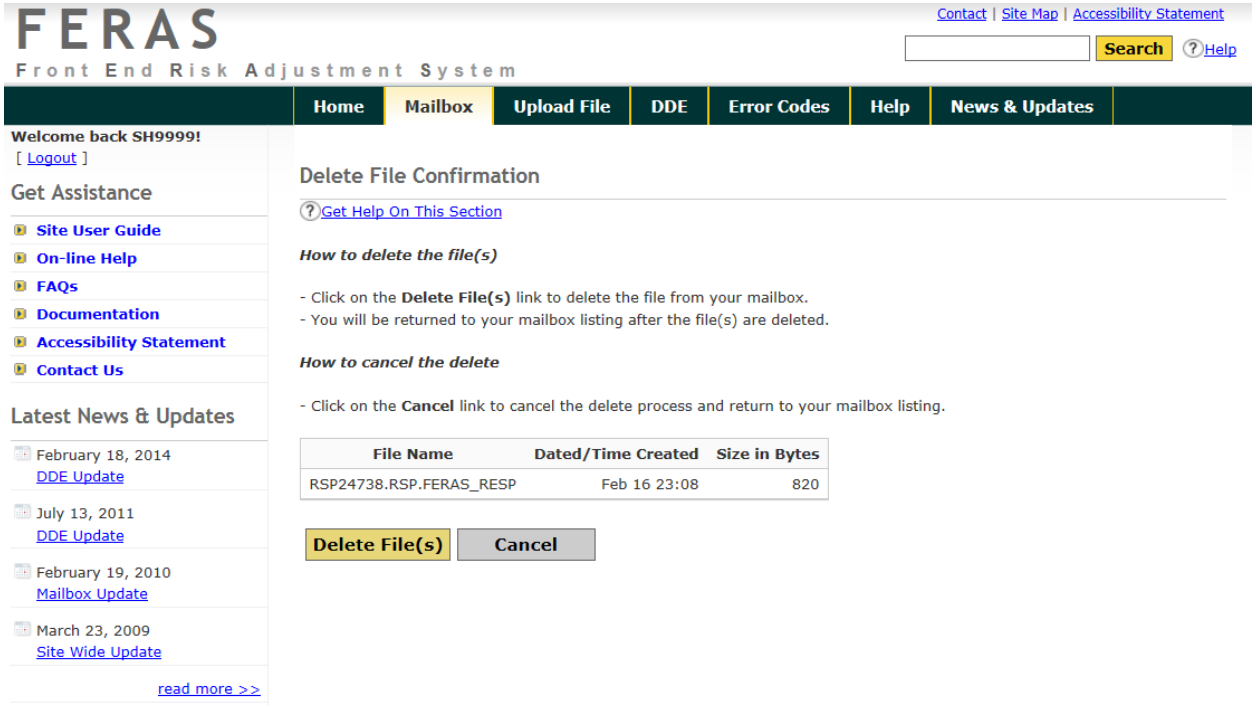
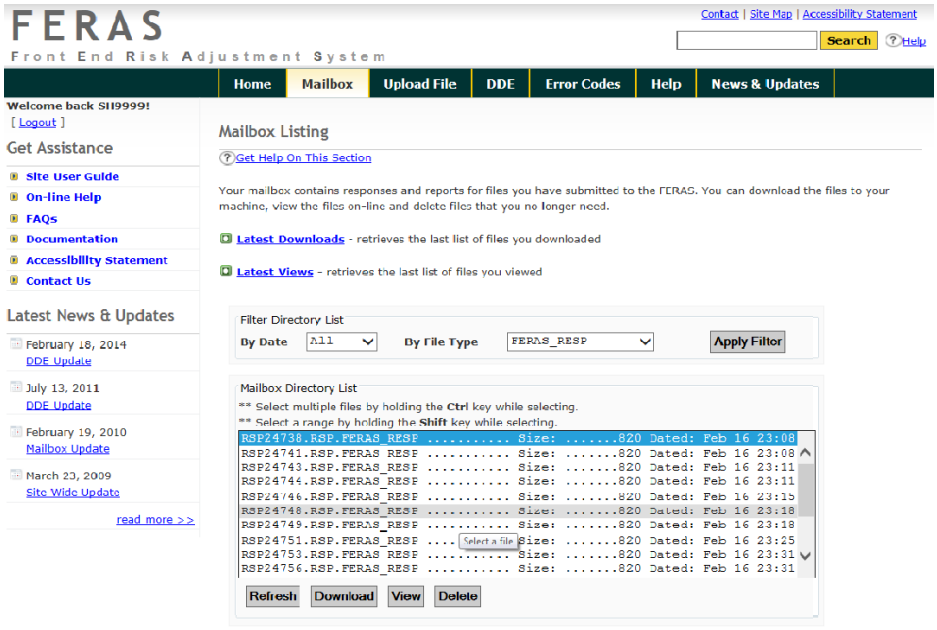


Figure 9 – File Delete Confirmation Page

VIEWING FILES IN YOUR FERAS MAILBOX

To view files in your FERAS mailbox, follow these instructions:

1. Select up to 5 files from the available list.
2. Click **View**.
3. A dialog box will appear to inform you that the download is being prepared, as shown in **Figure 10**.


FERAS
Front End Risk Adjustment System
Contact | Site Map | Accessibility Statement
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Help
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Mailbox
Upload File
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Error Codes
Help
News & Updates
Welcome back SII9999!
[Logout]
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FAQs
Documentation
Accessibility Statement
Contact Us
Latest News & Updates
February 18, 2014
DDE Update
July 13, 2011
DDE Update
February 19, 2010
Mailbox Update
March 23, 2009
Site Wide Update
read more >>
Mailbox Listing
Get Help On This Section
Your mailbox contains responses and reports for files you have submitted to the FERAS. You can download the files to your machine, view the files on-line and delete files that you no longer need.
Latest Downloads - retrieves the last list of files you downloaded
Latest Views - retrieves the last list of files you viewed
Filter Directory List
By Date
All
By File Type
FERAS_RESP
Apply Filter
Mailbox Directory List
** Select multiple files by holding the Ctrl key while selecting.
** Select a range by holding the Shift key while selecting.
RSP24738.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:08
RSP24741.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:08
RSP24743.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:11
RSP24744.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:11
RSP24746.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:15
RSP24748.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:18
RSP24749.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:18
RSP24751.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:25
RSP24753.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:31
RSP24756.RSP.FERAS_RESP ..... Size: .....820 Dated: Feb 16 23:31
Refresh
Download
View
Delete

Figure 10 – Lists of Selected Files

This window below (**in Figure 11**) displays the contents of the file selected.

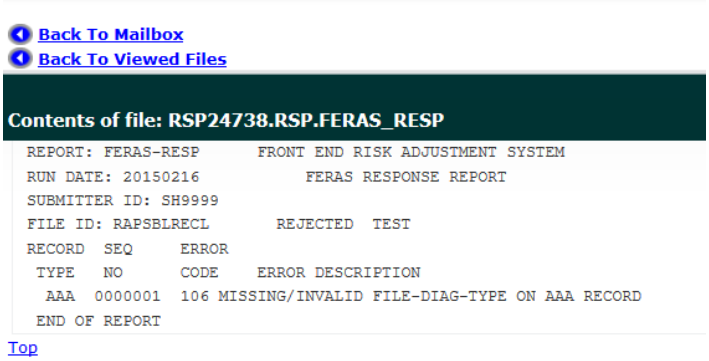
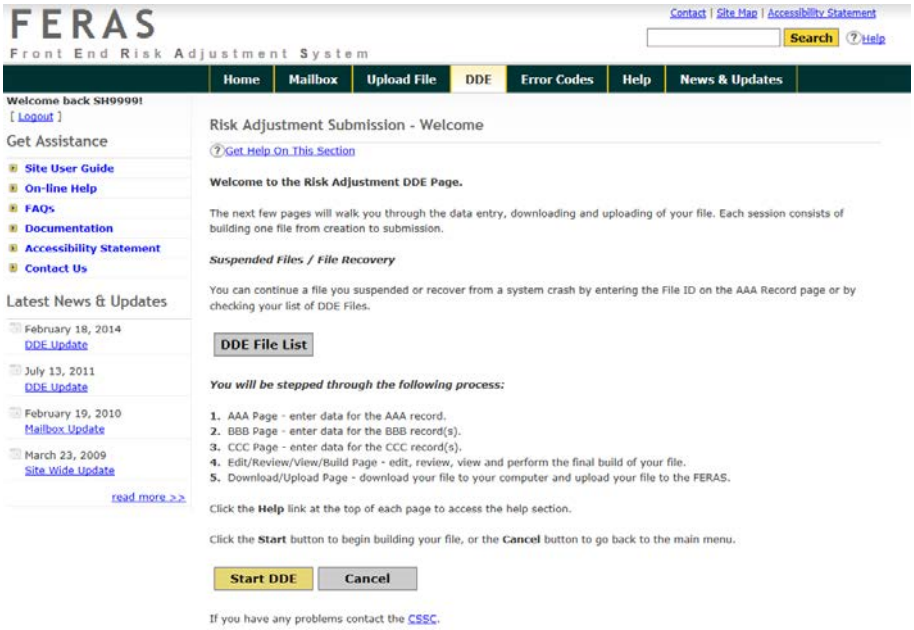

Back To Mailbox
Back To Viewed Files
Contents of file: RSP24738.RSP.FERAS_RESP
REPORT: FERAS-RESP FRONT END RISK ADJUSTMENT SYSTEM
RUN DATE: 20150216 FERAS RESPONSE REPORT
SUBMITTER ID: SH9999
FILE ID: RAPSBLRECL REJECTED TEST
RECORD SEQ ERROR
TYPE NO CODE ERROR DESCRIPTION
AAA 0000001 106 MISSING/INVALID FILE-DIAG-TYPE ON AAA RECORD
END OF REPORT
Top

Figure 11 – Viewing a File

To return to the most current list of files click the **Back To Mailbox** link from the **Mailbox** page.

CREATING A RAPS FILE - (DIRECT DATA ENTRY)

To create a Risk Adjustment Processing System (RAPS) file using Direct Data Entry (DDE), click on the DDE screen of the interface and click on "Start DDE" to start the creation of the file.


FERAS
Front End Risk Adjustment System
Contact | Site Map | Accessibility Statement
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Contact Us
Latest News & Updates
February 18, 2014
DDE Update
July 13, 2011
DDE Update
February 19, 2010
Mailbox Update
March 23, 2009
Site Wide Update
read more >>
Risk Adjustment Submission - Welcome
Get Help On This Section
Welcome to the Risk Adjustment DDE Page.
The next few pages will walk you through the data entry, downloading and uploading of your file. Each session consists of building one file from creation to submission.
Suspended Files / File Recovery
You can continue a file you suspended or recover from a system crash by entering the File ID on the AAA Record page or by checking your list of DDE Files.
DDE File List
You will be stepped through the following process:
1. AAA Page - enter data for the AAA record.
2. BBB Page - enter data for the BBB record(s).
3. CCC Page - enter data for the CCC record(s).
4. Edit/Review/View/Build Page - edit, review, view and perform the final build of your file.
5. Download/Upload Page - download your file to your computer and upload your file to the FERAS.
Click the Help link at the top of each page to access the help section.
Click the Start button to begin building your file, or the Cancel button to go back to the main menu.
Start DDE
Cancel
If you have any problems contact the CSSC.

Figure 12 – Creating a RAPS File DDE File

AAA Record Page

The AAA Record Page, shown in the following figure, is where you enter the data that will appear in your file's AAA record. Follow the steps below to create your AAA record:

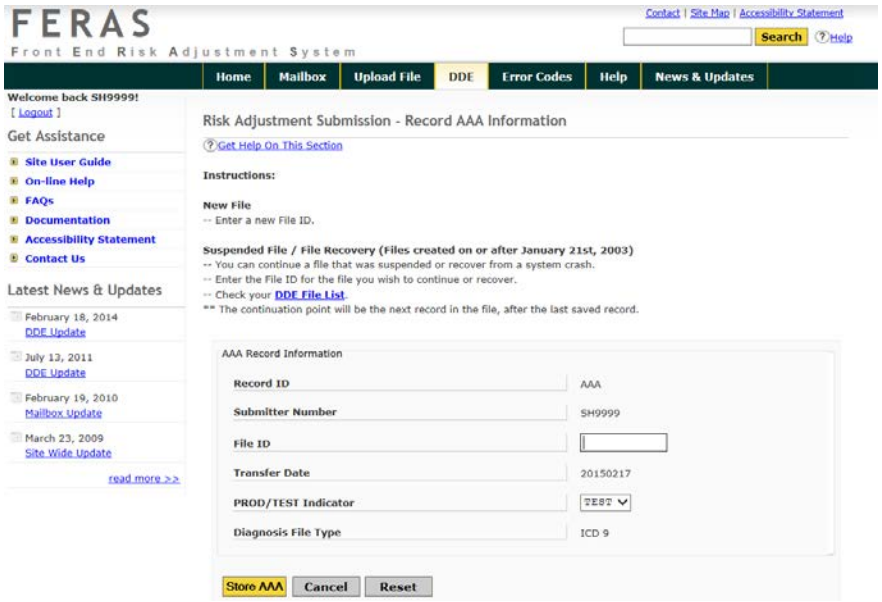

Figure 13 – Storing the AAA record

1. Enter a File ID. This can be up to 11 characters in length.

2. Choose TEST, PROD, or OPMT. This will determine how your file is processed.

3. Click one of the following buttons, depending on what you would like to do:

- **Store AAA -** Submit the AAA record data and proceed to the BBB Record.
- **Suspend/Cancel -** Suspend or Cancel the building of this file, you will be asked to confirm this as shown in Figure 29.
- **Reset -** Resets the AAA record to blanks (except for the system-generated fields).

NOTE: The Submitter Number is your log-in submitter ID, the Record ID and Transfer Date are generated by the system. You can click the **Help** button at the top of the page for help at any time.

BBB Record Page

The BBB Record Page, shown in the following figure, is where you enter the data that will appear in your file's BBB record. Follow the steps below to create your BBB record:

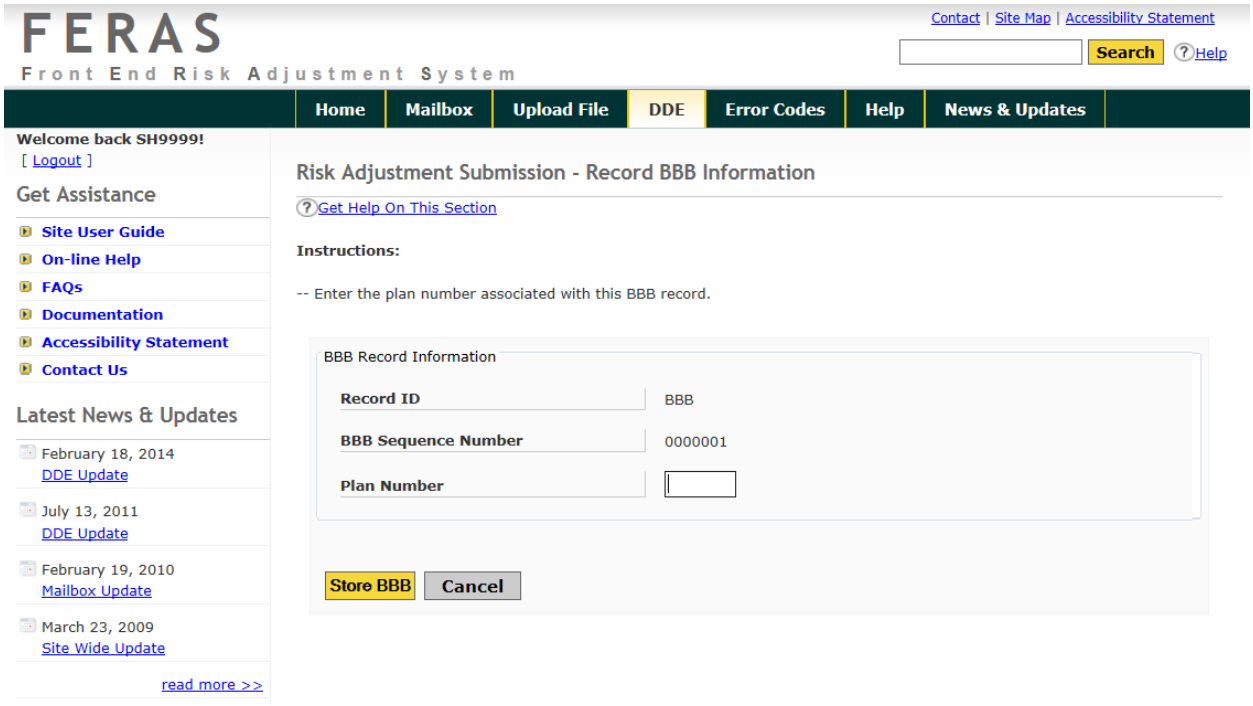

Figure 14 – Storing the BBB record

1. Enter a Plan Number. This is 5 characters in length (example: H9999).

2. Click one of the following buttons, depending on what you would like to do -

- **Store BBB -** Submit the BBB record data and proceed to the CCC Record.
- **Suspend/Cancel -** Suspend or Cancel the building of this file, you will be asked to confirm this as shown in Figure 29.
- **Reset -** Resets the BBB record to blanks (except for the system-generated fields).

NOTE: The Record ID and Sequence Number are generated by the system. You can click the **Help** button at the top of the page for help at any time.

CCC Record Page

The CCC Record Page, shown in the following figure, is where you enter the data that will appear in your file's CCC record. Follow the steps below to create your BBB record:

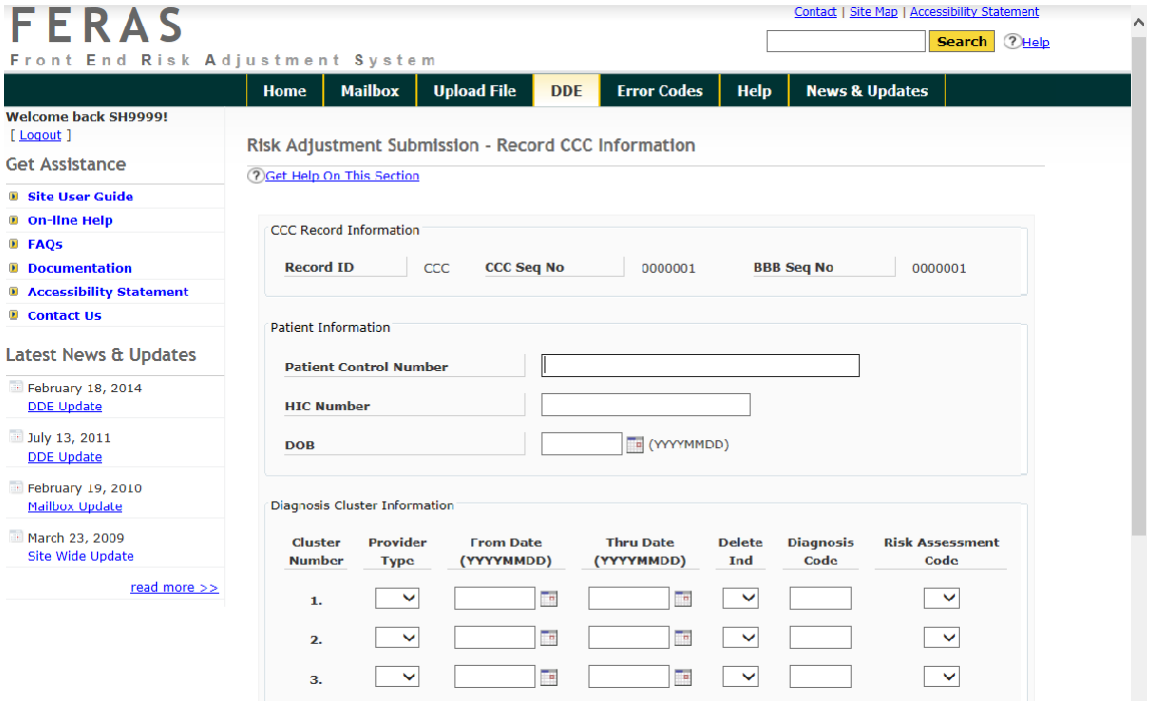

Figure 15 – Storing the CCC record

1. Enter the following data -

- Patient Control Number (PCN), this can be up to 40 characters in length. The PCN is optional.
- Health Insurance Claim (HIC) Number, this can be up to 25 characters in length.
- Patient Date of Birth (DOB) is optional; if submitted must be in the format CCYYMMDD

2. Enter the Diagnosis Cluster information -

- Provider Type, the two-character provider type.
- From Date, must be in the format CCYYMMDD.
- Thru Date, must be in the format CCYYMMDD and cannot be prior to the From Date.
- Delete Indicator if applicable; choose this from the drop down box, either blank or 'D'.
- Diagnosis Code, this can be up to 5 characters in length. (Omit the decimal)
- Risk Assessment Code

NOTE: The first Diagnosis Cluster is required; if clusters 2 through 10 are used they must contain valid data

3. Click the one of the following buttons, depending on what you would like to do -

- **Store CCC -** Submit the CCC record data and proceed to the next CCC Record
- **Suspend/Cancel -** Suspend or Cancel the building of this file, you will be asked to confirm this as shown in Figure 29.
- **Reset -** Resets the CCC record to blanks (except for the system-generated fields).

NOTE: The **Build File** and **Next BBB** buttons will be enabled once you have created one CCC record.

4. Once the **Build File** and **Next BBB** buttons are enabled you may choose to add another BBB record, build the file, or add additional CCC records. These actions are covered next.

Additional tasks

Adding Additional CCC Record(s)

The **Store CCC** button allows you to add additional CCC records under the current BBB record. All edits apply to each CCC record. The Sequence Number will be incremented by the system for each new CCC record. Please see the section titled ***Creating the CCC Record(s)*** for details.

Adding Additional BBB Record(s)

The **Next BBB** button allows you to add additional BBB records under the current AAA record. All edits apply to each BBB record. The Sequence Number will be incremented by the system for each new BBB. Please see the section titled ***Creating the BBB Record(s)*** for details.

The YYY Record(s)

A YYY Record will be created by the system for every BBB record that you create. You do not need to create the YYY Record(s) when building your file via the FERAS web site.

THE ZZZ RECORD

A ZZZ Record will be created by the system and added to your file when you have completed the file building process. You do not need to create the ZZZ Record when building your file via the FERAS web site.

BUILDING THE FILE

The **Build File** button allows you to build your file with the data that you have entered (see the section titled **Edit/Review Page**). The Edit/Review Page in Figure 24 will allow you to edit the data you have entered, view your file as it will be submitted to the FERAS, and review each record you have created.

EDIT/REVIEW PAGE

Clicking the **Build File** button from the CCC Record Page will display the page in Figure 24. This page allows you to edit and review the file you just built before the actual file creation and submission to the FERAS. You can also choose to continue building the file if you have more information to add. The build process will continue at the next CCC record under the last BBB record you entered. You may also choose to suspend or cancel this file.

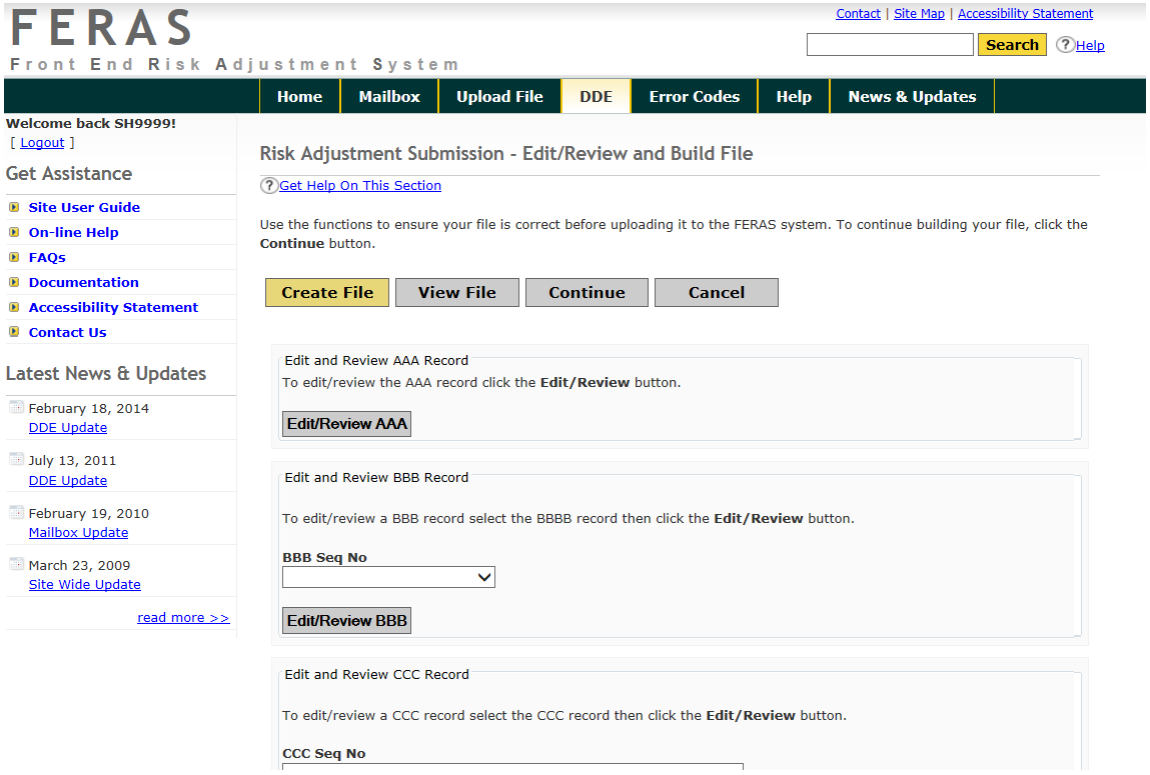

Figure 16 – Edit/Review page

EDIT/REVIEW THE AAA RECORD

By clicking the Edit/Review AAA button, you will be able to change any piece of information that you previously entered.

How to Edit/Review the AAA Record

To edit the AAA Record, make any changes to the fields that you entered and press the **Update AAA** button. If you do not wish to make any changes, or are simply reviewing this record, just click the **Back** button and you will be returned to the Edit/Review page.

NOTE: Changes cannot be undone once they are submitted; you will have to edit the record again to make further changes.

Edit/Review the BBB Record

To edit the BBB record(s), you must know the sequence number for the record you wish to edit; you can find this out by viewing the file to see which BBB record sequence numbers are available. By clicking the Edit/Review button, you will be able to change any piece of information that you previously entered.

How to Edit/Review the BBB Record

To edit the BBB Record(s), make any changes to the fields that you entered and press the **Update BBB** button. If you do not wish to make any changes, or are simply reviewing this record, just click the **Back** button and you will be returned to the Edit/Review page.

NOTE: Changes cannot be undone once they are submitted; you will have to edit the record again to make further changes.

Edit/Review the CCC Record

To edit the CCC record(s), you must know both the CCC and BBB sequence numbers for the record you wish to edit, you can find this out by viewing the file to see which CCC record sequence numbers are available, and to which BBB record sequence number they belong. By clicking the Edit/Review button section you will be able to change any piece of information that you previously entered.

How to Edit/Review the CCC Record

To edit the CCC Record(s), make any changes to the fields that you entered and press the **Update CCC** button. If you do not wish to make any changes, or are simply reviewing this record, just click the **Back** button and you will be returned to the Edit/Review page.

NOTE: Changes cannot be undone once they are submitted; you will have to edit the record again to make further changes.

Editing files from the View File page

You can edit your records from the View File Page, by clicking the **Edit** links next to the AAA, BBB and CCC records. You cannot edit the YYY and ZZZ records as these are generated by the system using the information you previously entered.

Once you have edited your records, see sections entitled **Edit/Reviewing AAA Records**, **Edit/Reviewing BBB Records**, and **Edit/Reviewing CCC Records** for more detail. You will be returned to this page to check that your updates were successfully applied.

Suspending/Canceling a file

Choosing the **Suspend/Cancel** button when available, you can choose to suspend the building of a file for continuation at a later time or date, or to cancel the building of a file all together. Canceling a file will permanently delete all records that relate to that file and will make the File ID available for reuse. Use the Back button to return to the previous page.

SUSPENDING A FILE

By choosing the **Suspend** button from the Suspend/Cancel page, you will be returned to the Welcome page and your file will be available for continuation. Please note that when you continue your file it will start at the next record after the last saved record. If you have no BBB records, then you will start at BBB record 1, if you have BBB records, then you will start with the next CCC record under the last BBB record saved.

CANCELING A FILE

By choosing the **Cancel** button from the Suspend/Cancel page, you will be returned to the Welcome page and your file will be permanently deleted from the system. You can then reuse that same File ID to create another file.

Download/Submit page

By clicking the **Create File** button on the Edit / Review Page, you can download the file you created to your computer, then upload the file to the FERAS. If you wish to cancel the build process at this point, click the Cancel button. You will be prompted to confirm the cancellation process. You can also choose to continue building the file if you have more information to add. The build process will continue at the next CCC record under the last BBB record you entered.

DOWNLOAD A FILE

To download the file you created, click on the Download File button, and then choose a location on your computer to store the file from the Save As… dialog box. You may also choose to return to the previous page using the **Back** button, continue to build this file using the **Continue** button, or to suspend and/or cancel this file using the **Suspend/Cancel** button.

NOTE: You must download your file prior to performing the upload. This is done to ensure that you have a copy of the file if an error occurs during the upload process.

SUBMITTING A FILE

To submit your file to the FERAS, click on the Upload File button. You will receive a confirmation page with some statistics on your file.

Continuing a suspend file (File Recovery)

You can choose to continue a file that has not been submitted to the FERAS. You can stop building a file at any point in the build process, by clicking the **Suspend/Cancel** button when available, and continue that file at a later time or another day. Just make note of the File ID and enter that same File ID on the AAA Record page or choose from the list of files, see Figure 35, you have created from the Welcome or AAA Record pages.

WHY TO CONTINUE A FILE

There are many reasons why this feature has been implemented, some of which are listed below. Mainly this feature is available for recovery purposes.

1. You do not have time to complete the file at one sitting.
2. You lose connection to the FERAS web site.
3. The web server experiences problems or crashes.
4. You need more information to complete the file.

CONTINUATION PROCESS

If you have no BBB records in your file, the continuation process will begin with the first BBB record. If you have BBB records in your file, the continue process will always start at the next CCC record under the last BBB record you entered.

FILE STATUS IN PROGRESS

A status of 'In Progress' indicates that this file has not been submitted and can be continued at the next CCC record under the last BBB record you submitted.

FILE STATUS COMPLETE

A status of 'Complete' indicates that the file was already submitted to the FERAS. In this case you will have to start a new file with a different File ID.

Choosing from the list of files

By clicking the **list of files** link from either the Welcome or AAA Record Page you will receive a list of files. This page lists all of the files you have created since January 21, 2003.

COMPLETED FILES

Completed files can be viewed, downloaded and deleted from this page. When deleting a file, you will be asked for a confirmation as this will permanently delete all records associated to the file from our database on the web site. Since these files have already been completed and submitted to the FERAS they are not available for continuation.

INCOMPLETE FILES

Incomplete files are marked as "In Progress". These files can be continued for completion and submission to the FERAS and deleted. These files are not available for viewing or downloading from this page, however these features are available from the Edit/Review Page when you reach that point in the building process for that file. When deleting a file, you will be asked for a confirmation as this will permanently delete all records associated to the file from our database on the web site.

ERROR CODE LOOKUP PAGE

The **Error Codes** menu option will take you to the window shown in **Figure 12** where you may search for specific Risk Adjustment errors. To perform an Error Code search, key the Error Code into the text box and click **Search**.

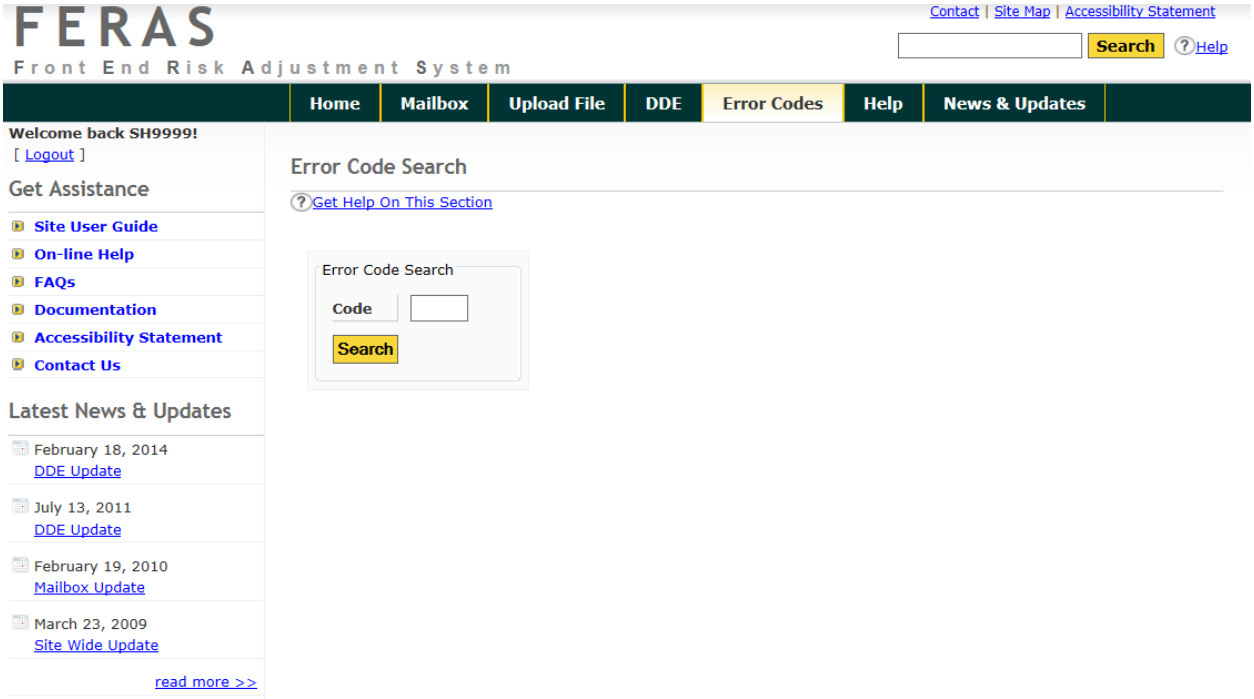

Figure 17 – Error Code Search Page

When a successful search is performed, the results will appear as shown in **Figure 18.**

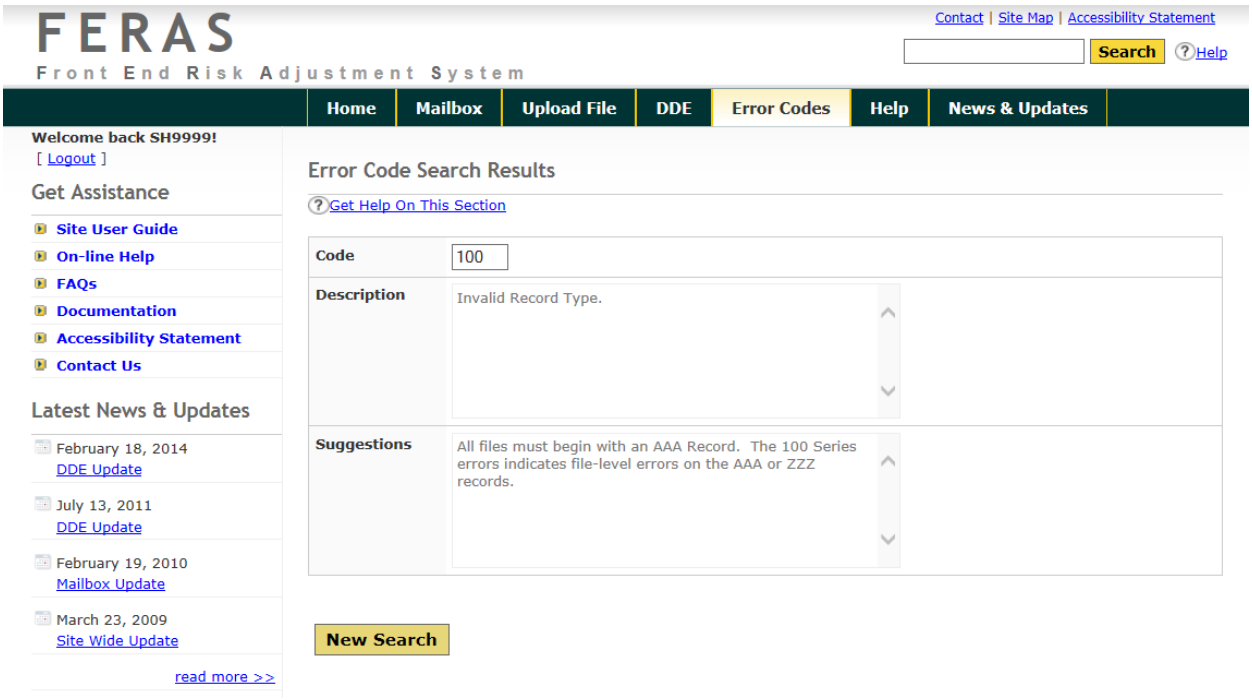

Figure 18 – Successful Error Code Search

GET ASSISTANCE

There are several types of assistance available in the **HELP** area of the FERAS home page (as shown in **Figure 19**).

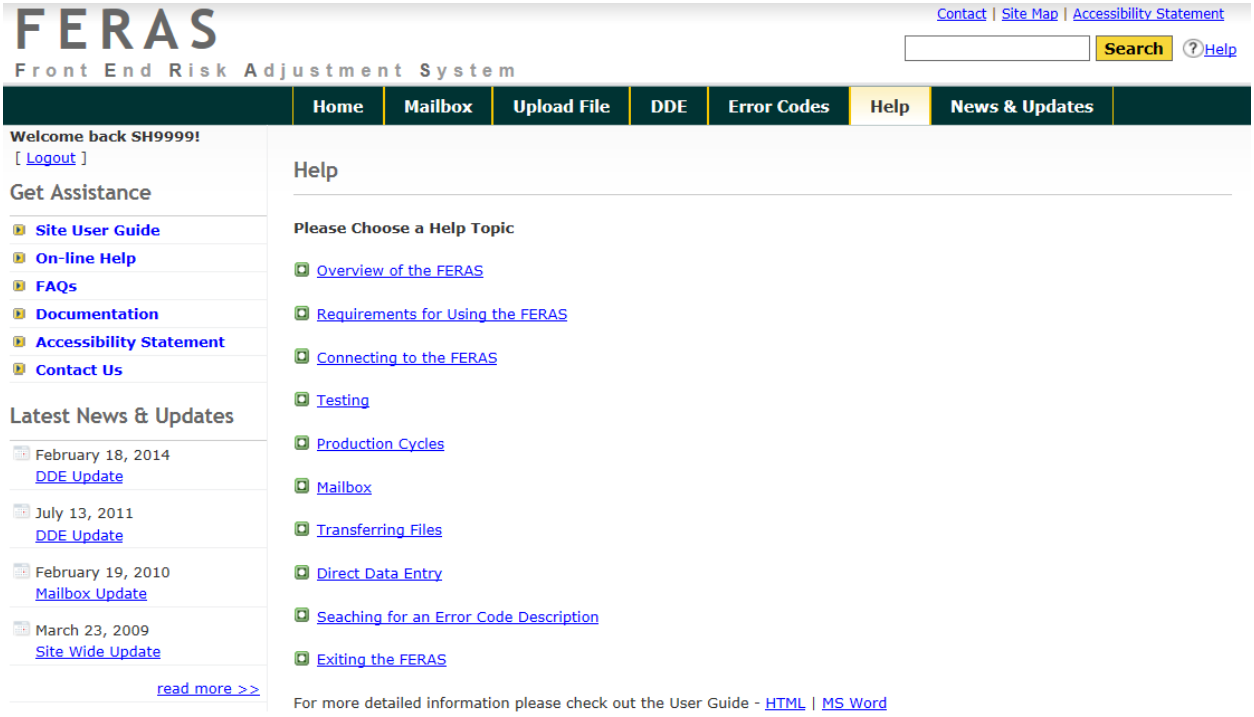

Figure 19 – Documents Page

- The **Documentation** menu item (as shown in **Figure 19** located beneath **Get Assistance** provides FERAS support documents such as the FERAS Record Layout. Updates to this page are captured on the "**News & Updates**" page.

- The Frequently Asked Questions (**FAQs)** menu option provides a list of frequently asked questions pertaining to the FERAS.

- The **On-line Help** menu option provides various help topics for the FERAS.

- The **Contact Us** menu option provides contact information for the CSSC Help Desk.

CONNECT USING SFTP

SFTP Application Software

SFTP is a program in UNIX shell interface. For demonstration purposes, the figures in this section are examples of a UNIX client with a user ID SH9999. Please reference UNIX client documentation.

Connect to Palmetto GBA using SFTP

The **PORT ID** must equal: **22** and the **HOST ID** has not changed. For information regarding the HOST ID, please contact CSSC Operations at 877-534-CSSC. Consult with your Network Service Provider when utilizing SFTP.

Customers will be required to enter the submitter id and password issued to them by Palmetto GBA. The CSSC will assign a Submitter ID and an original password. If your password is misplaced or becomes compromised, you must contact the CSSC Help Line at (877) 534-CSSC.

The "userid/userid" format should be used when entering the submitter ID. Once connected via SFTP, the customer will be prompted for a password. Current passwords will be transferred to the new application.

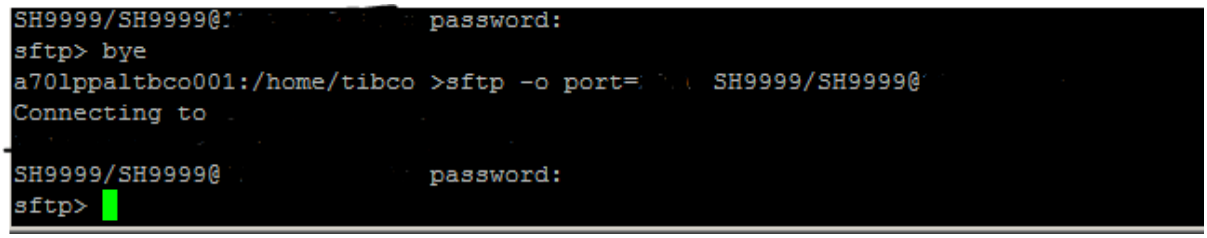

Figure 20 – SFTP Screen Shot #1

The "ls" command will list the "inbox" and "outbox". The inbox will house reports such as the *FERAS Response Report and the RAPS Return File. The* outbox is used for the submission of Risk Adjustment files. Follow the steps outlined below for data submissions and report retrievals.

Sending Files

At the sftp> command prompt type: **cd /outbox/EZComm/BC/1.0/Notify.** To display the current working directory, type the command **pwd**, as shown in **Figure 21** below**.**

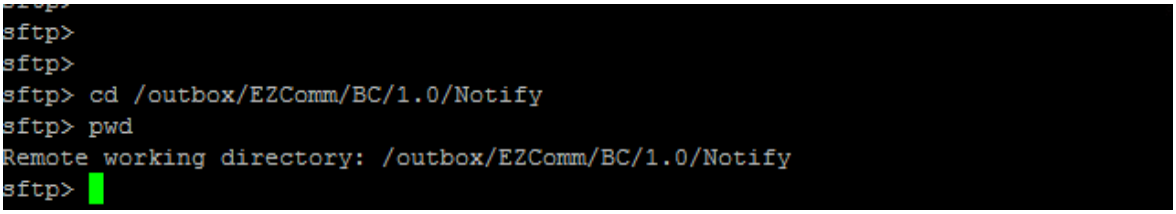

Figure 21 – SFTP Screen Shot #2

Once in the outbox/EZComm/BC/1.0/Notify directory, using the "put" command, enter the file name to upload. For example: put SH9999*. The file upload will display and the sftp> prompt will appear once the upload is complete (See **Figure 22**).

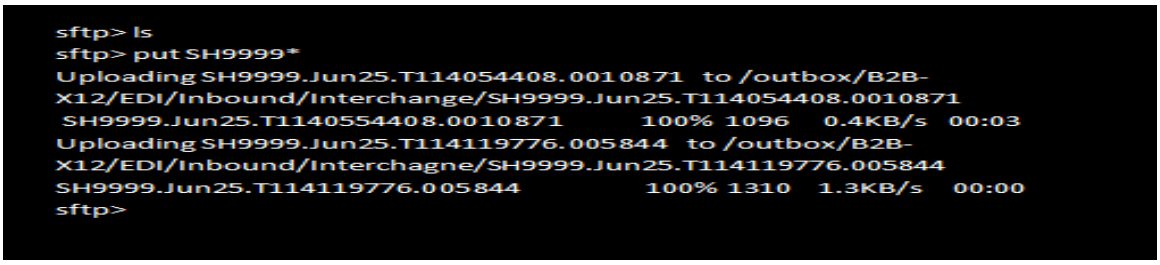

Figure 22 – SFTP Sending File Screen Shot

Receiving Files

If the connection remains intact following a file upload, you may switch to the inbox directory by typing: **cd /inbox/EZComm/BC/1.0/Notify**, as shown in **Figure 23**.

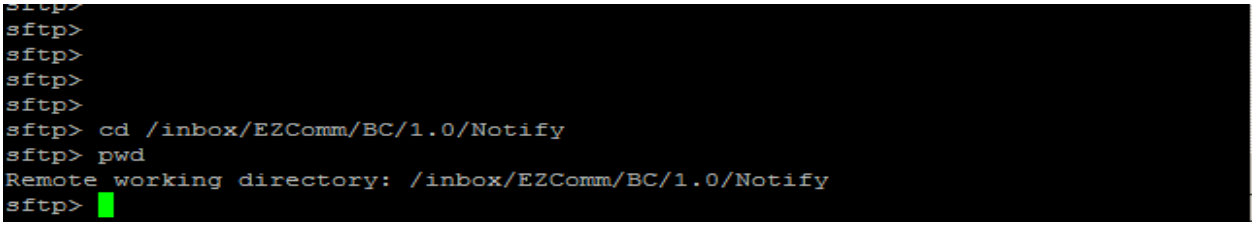

Figure 23 – SFTP Receiving File Screen Shot

Once in the inbox/EZComm/BC/1.0/Notify directory, using the "get" command enter the file name to download. For example: get *.*. The screen will display the file being downloaded and the sftp> prompt will appear once the download is complete.

HELPFUL HINTS

- By zipping upload files in a PK-ZIP 14+ compatible format the upload time can be decreased by as much as 90%.
- Do not use the same filename for Risk Adjustment files as this may potentially overwrite files that are waiting for processing. Try using sequential names (i.e., FILE1, FILE2, etc.).
- Visit our **News & Updates** page periodically to check for new features, changes or updates, e.g. Updates to documentation.
- Watch for the red alert box on the FERAS web site informing you of any system and/or report distribution problems.
- Visit www.csscoperations.com for system status and report distribution messages and alerts.

Acronyms

Acronym	Literal Translation
CMS	Centers for Medicare & Medicaid Services
CSSC	Customer Service and Support Center
DDE	Direct Data Entry
DOB	Date of Birth
ED	Encounter Data
ET	Eastern Time
FAQ	Frequently Asked Questions
FERAS	Front-End Risk Adjustment System
GBA	Government Benefit Administrators
HIC	Health Insurance Claim
ID	Identification Data
IP	Internet Protocol
LLC	Limited Liability Company
NSV	Network Service Vendor
PCN	Patient Control Number
RA	Risk Adjustment
RAPS	Risk Adjustment Processing System
SFTP	Secure File Transfer Protocol
URL	Uniform Resource Locator

Table 1: Acronyms

Record of Change

Version Number	Date	Author/Owner	Description of Change
1.0	2011	Ray Dailey	Initial Creation
2.0	2015	Edmond Melkomian Brooke MooreGayle Robinson	Revisions for TIBCO

Table 2: Record of Change